

Doors and locks

Access to your home is gained by turning your key anti-clockwise.

Care and maintenance

To maintain your doors and locks:

- Carry out routine cleaning using a mild soap solution wiped off with a soft cloth
- Do not use any abrasive household cleaning materials
- Do not wedge the doors open since this may damage the finish
- The latch, dead bolt and keeper should be cleaned occasionally to remove any build up of dirt and grime. The latch and dead-bolt should be lubricated sparingly with light machine oil (e.g. 3 in 1) on an annual basis

Details of the doors used within your apartments are:

Item	Description
Front door	Graefe Ltd flush timber fire rated doors with a high quality paint finish
Door closer	Satin stainless steel surface mounted door closer – ref XX9151ASS
Internal door	Graefe Ltd flush Tulipwood hinged and sliding fire rated doors with a high quality paint finish

Graefe Ltd
 Tel 01844 219 609
www.graefe.co.uk

In the event that you lose your keys or wish to change your locks the concierge will have the contact details for local locksmiths.

For security reasons details of the locks and cylinder have not been provided in this manual, but these can be obtained from the customer services manager or the managing agent.



Lighting

The lighting within your home is controlled by wall mounted switches, see picture 6. You can adjust the intensity of the lighting by pressing the buttons to the left of the 'on and off' switch.

Where available, the 'on and off' switch on the right is connected to 5A socket(s), which will enable you to control free standing lamps, see picture 7.

The fittings, lamps and bulbs used throughout your apartment are detailed on the opposite page.

06



07



Area	Description	Lamp type
	Bathrooms Recessed IP44 MR16 downlighter complete with dimmable control gear	MR16 50W 12V
	Living areas, bedrooms and kitchen Recessed adjustable low profile M16 downlighter complete with dimmable control gear	MR16 50W 12V
	Living room and kitchen 2 x XR-111 50W adjustable downlight with white trim and minimised depth (85mm)	50W 12V IRC
	Recessed hallway lighting Linear fluorescent luminaires	HERA Slimlite, various wattage fluorescent lamps
	Bathroom concealed lighting Single tubular fluorescent surface mounted luminaire, IP67 rated	Various length T5 3000K lamps
	Kitchen (underside of kitchen cabinet and base/skirting of kitchen cabinets) Single linear fluorescent luminaires. Surface mounted, equipped with high frequency control gear	Various length T5 lamps
	Lighting on top of the overhead kitchen cabinets Single tubular fluorescent luminaires. Surface mounted, equipped with high frequency control gear	Various length T5 3000K lamps
	Wardrobes Single linear fluorescent surface mounted luminaire	Various length T5 3000K lamps

Before changing light bulbs the power must be turned off at the consumer unit (fuse box). Also allow time for bulbs to cool before attempting to touch them.

Windows and glazing

Your windows are capable of being opened either on a tilt action or turned fully into the room:

- To tilt the frame turn the handle 90° at which point the window will be released inwards to a fixed position, see pictures 8 and 9. Please note that this can still be done whilst the window is locked
- To turn the window into the fully open position return the window and handle to the fully closed position, insert the key turning it fully clockwise and turn the handle 180° anti-clockwise which will release the window

Please note that for your safety, and to avoid any damage, windows should not be fully opened during windy conditions.

Care and maintenance.

Do

- Use a non-alkaline detergent, warm water and a soft cloth or sponge to clean your windows
- Use a chamois leather or rubber wiper blade if required to remove excess water
- Check your glazing periodically for damage or deterioration, in particular the mastics and sealants

Do not

- Use steel wool, strong acids, alkalis or abrasive cleaners on any parts of the windows

Automated window dressings

Cabling has been installed to run from the window positions to the home entertainment hub allowing future installation of automated blinds and curtains.

To take advantage of this apartment feature, you are advised to contact either Digital Plumbers or the Customer Service Manager who will have drawings detailing the locations around the windows.

Digital Plumbers
Tel 0870 850 1337
www.digitalplumbers.com



1.4 Kitchen and appliances

Units and worktops

Apartments are fitted with a combination of bespoke units and DuPont™ Zodiaq® quartz work surfaces.

Care and maintenance

Modern materials and finishes are designed to provide reasonable heat and stain resistance. However, to reduce the risk of damaging these materials irreparably please follow these guidelines:

Do

- Quickly remove spillages of any kind to avoid staining or distortion
- Use a soft cloth, slightly damped with water and a mild detergent solution
- Polish with either a soft lint free cloth or window leather ensuring all excess moisture is removed

Do not

- Use scouring pads or similar products to clean your kitchen as they will scratch and disfigure the surface

IMPORTANT: Allow surfaces to come into contact from hot saucepans, cigarettes etc.

Area	Description
Splash back	Strata polished tiles - Maron Jupiter Stone

IMPORTANT: Abrasive cleaning materials can cause significant damage to the stone. It is essential only mild detergents are used.

Appliances

For warranties to apply, appliances must be maintained in accordance with the manufacturers' recommendations. Warranty documentation for your appliances should be completed promptly and registered with the manufacturer.

Faults

If you experience a fault with an appliance we ask that you contact the manufacturer directly as you retain the warranty and associated documents, which are provided in your handover folder. When reporting problems with appliances, you will need to provide the following information:

- Your full name and address
- Make and model of the appliance
- Serial number, which can be found on the appliance
- A brief description of the fault

If the appliance requires maintenance, or you are intending to be away from your home for a prolonged period, the electricity supply to each appliance can be isolated using the wall mounted panel within the kitchen, see picture 10.

10



Cooker hood and extractor

The cooker hood recycles air and therefore the filters will need to be replaced or cleaned every 8 - 10 weeks in line with the manufacturer's instructions.

IMPORTANT: Do not pull on the facia door to activate the cooker hood, as it is controlled by a switch on the unit itself and the space above the extractor fan should not be used for storage.

Online user manuals

Additional copies of the instruction manuals are available online via the appropriate manufacturer's website.

Kitchen manufacturer

Offspec Kitchens
Tel 01403 780 000
www.offspeckitchens.com

Stone supplier

Strata Tiles Ltd
Tel 0800 012 1454
www.stratatiles.co.uk

Appliance	Manufacturer	Model	Studio	1 Bed	Duplex	2+Bed
Refrigerator (under worktop)	Whirlpool 0844 815 8989 www.whirlpool.co.uk	ARG 912		•		
Washer/dryer	AEG 08445 611 611 www.aeg-electrolux.co.uk	L14950	•	•	•	•
Mini freezer	Zanussi 08445 612 612 www.zanussi.co.uk	ZQF 6114	•	•	•	•
Oven/microwave	Siemens 0844 892 8999 www.siemens-home.co.uk	Single oven – HB 750 550B Microwave oven – HF 25M 560B			•	•
Oven	Miele 08707 554466 www.miele.co.uk	H5040BM	•	•		
Waste bin (see picture 2)	Hafele www.hafele.co.uk	Euro Cargo 50 or 45	•	•	•	•
Fridge/freezer (integrated)	Siemens 0844 892 8999 www.siemens-home.co.uk	KI32VA40GB	•		•	•
Sink	Franke www.franke.co.uk	Bolero box code: 110 35	•	•	•	•
Hob	Siemens 0844 892 8999 www.siemens-home.co.uk	EH775601E (ceramic four ring hob with black edge) EH512502E (ceramic dual ring with stainless steel side trim)	•	•	•	•
Dishwasher	Siemens 0844 892 8999 www.siemens-home.co.uk	SF64M330GB Or SN66T052GB	•	•	•	•
Dishwasher	Siemens 0844 892 8999 www.siemens-home.co.uk	SE 64M330GB		•		
Extractor	Siemens 0844 892 8999 www.siemens-home.co.uk	LB 545 64		•		

Care and maintenance

Baths and showers

Do

- Clean and dry surfaces after use to avoid limescale forming on the surface
- Use only non abrasive cleaners to prevent scratching of surfaces, for example Dettol and Flash bathroom sprays
- Clean/de-scale your shower head in accordance with the manufacturer's instructions

Do not

- Use wax or silicone polish on baths or shower trays to avoid accidentally slipping

Basins and WC's

Proprietary bleaches and toilet pan cleaners may be used with no risk of damage to the china or glaze. To avoid blockages to the buildings drainage system, please do not dispose of any unsuitable waste via your WC or basin.

Taps and hinges

Soapy water or chrome polishes are recommended to clean these items. Under no circumstances should cleaners containing abrasive pastes or chemicals be used as they may cause corrosion and scratch the surfaces.

Bathroom stone

Area	Description
Bathroom floors	Strata 'Flamed' 450x450 tiles - Maron Jupiter Stone
Bathroom walls	Strata polished tiles - Maron Jupiter Stone

IMPORTANT: Abrasive cleaning materials can cause significant damage to the stone. It is essential only mild detergents are used.



WC's

A self siphoning valve is contained within your WC so if a problem occurs it redirects water back into the pan. If this does occur you can attempt to isolate the flow of water through the cistern.

1. Open the mirrored cupboard above the WC
2. On the bottom shelf you will find an access panel, which can be lifted out, see picture 11
3. Lift the access panel using the suction cup provided on handover
4. Turn the isolator lever to shut off the flow of water

During the two year warranty period you have the option of contacting the customer services manager who will assist, or if it is your only WC then calling our emergency maintenance number 0845 155 2354. Beyond this period residents are recommended to employ a professional to undertake any further work.

Fittings

Product	Manufacturer	Model
Bath	Kaldewei www.kaldewei.com	Conoduo 1700 x 750mm
Integral shower head	Aquaplus Solutions www.aquaplussolutions.com	Ceiling mounted Zero 130mm ref: APS-112132/49A
Integral shower mixer	Aquaplus Solutions	Wall mounted ref: APS-122323 with square back plate ref: APS 112 330/99C
Bath waste	Aquaplus Solutions	Exafill style pop-up waste ref: APS112
Bath screen	Aquaplus Solutions	800mm x 1500mm ref: APS-14 1200mm x 1900mm ref: APS-03
Anti-fog system	Demista www.demista.co.uk	Element fitted to the rear of all bathroom mirrors
Shower	Aquaplus Solutions	ref: APS-112324
Shower screen	Aquaplus Solutions	ref: APS-03
Basin	Aquaplus Solutions	Monoblock Deca-code APS-L70

Stone supplier

Strata Tiles Ltd
Tel 0800 012 1454
www.stratatiles.co.uk

Living room and hallway tiles

Your living room and hallway floors are decorated with the following Domus tiles:

Area	Description
Living room	Domus Chromostone 600x600 polished tiles – Ref: DTS MN 604
Hallway	Domus Chromostone 600x600 polished tiles – Ref: DTS MN 604

Care and maintenance guidance

The following are specialist products for cleaning and polishing, as recommended by the manufacturer:

Product	Filacleaner – diluted in water as required by the degree of dirt
Equipment	Cloth
Procedure	Dilute Filacleaner in warm water (e.g. half a beaker of detergent in five litres of water). Wipe a cloth, wet with this solution, over the floor. Rinse the floor only in case of concentrated solutions of Filacleaner (e.g. 1:10 in water)

Special maintenance

Special maintenance is carried out in case of stubborn staining or where routine maintenance is not able to restore the original look of the tile surface:

Product	Fila PS/87 – 1:5 diluted in water.
Coverage	5 l per 100m ² (when used diluted 1:5)
Equipment	Single-disc professional polisher (green pad, long-handled brush, liquid vacuum cleaner, cloth)
Procedure	Dilute Fila PS/87 at 1:5 in water. Apply it to the floor previously soaked with water and leave to act for a few minutes. Then scrub with a single-disc professional polisher (fitted with a green pad) or with a long-handled brush, mopping up the residue with a liquid vacuum cleaner or cloth

Supplier

Domus Tiles Ltd
Tel 020 8481 9500
www.domustiles.com

Bedrooms

The carpet in the bedrooms are bespoke and has been specifically chosen to compliment your under floor heating. If you consider replacing the carpet you should:

- Choose a similar product
- Inform carpet installers of the under floor heating pipes

Care and maintenance guidance

To keep your carpet looking at its best, the manufacturer recommends the use of suction-only cleaners without beater bars, which may cause damage.

Removal of spots and spills

Do

- Attend to spots and spills immediately
- Blot the area being cleaned

Do not

- Use a circular motion, scrub or brush as this will damage the texture of the carpet
- Saturate the carpet. If in doubt, contact a professional carpet cleaner or the manufacturer for guidance

Material	Reference	Colour
100% wool 52oz	Bremworth Vellutto	Obsession

Manufacturer

Natural Elements Ltd
Tel 020 7253 2111
www.natural-elements.co.uk

Finishes

Area	Description
Walls and ceilings	One/two layers taped and jointed plasterboard finished with Dulux Vinyl Matt RAL 9010 white emulsion
Skirting and sill boards	MDF finished with Dulux Satinwood RAL 9010 satin white paint

Advice on fitting items to walls or ceilings

Before attempting to fix items to walls or ceilings caution should be exercised to avoid damaging the following:

- Water pipes running within the wall or ceiling areas
- Electrical cables which usually run vertically from switches and sockets and we would strongly recommend the use of a cable detector device prior to commencing any work
- Party walls (walls between properties)

Electricity and water services will already be connected when you take occupation of your apartment. Meter readings will be taken at the point of legal completion by the Customer Service Manager and forwarded to the utility provider.

Residents are then responsible for contacting the service provider to open an account and register payment details. All future meter readings are to be taken by the occupant.

Electricity

Your meter is located in the communal area outside your apartment in a locked service cupboard opposite the lifts. Access to the meter can be arranged via the concierge. When contacting your service provider you will require your full postal address and the meter reference number, which is located on the meter and on future bills.

Electricity supplier

EDF Energy (for electricity)
Tel 0800 056 5927
www.edfenergy.com

Electrical installation certificate

The electrical installation certificate is issued by the electrical contractor when the apartment completed and confirms that your apartment meets the current standards. This document will be used by an incoming electrician and can be found in the handover wallet.

Consumer unit (fuse box)

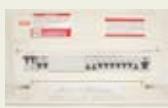
The consumer unit, see picture 12, is generally located in the wardrobe of the master bedroom. Each circuit is protected by a circuit breaker, which if overloaded will automatically disconnect the supply.

If the power supply to an individual circuit fails to reset, unplug items connected to that circuit and follow the reset instructions noted below.

If you experience a total loss of power to your apartment firstly check that power to your neighbourhood has not been interrupted. Secondly check if your consumer unit needs resetting.

Resetting your consumer unit

In this event you will find one or more circuit switches on the consumer unit in the 'off' position. To reset, push the switch to the 'on' position and power should be restored.



12

If the main breaker switch, (a large switch located on the right of the unit) has tripped, first pull the switch fully down and then push up to the 'on' position.



13

IMPORTANT: Please take care when resetting the consumer unit. If you believe that there has been a complete loss of power to the building or apartment then call the emergency contact number or the managing agent.

Water

Your water supply is pumped from a centrally operated water distribution system. There is no separate cold water storage tank or circulation pumps in the apartment. This enables, under normal working conditions, the water pressure to remain constant.

However, supplies may be affected should the following occur:

- A water mains supply failure to the building
- An electricity supply failure to the building
- The central water pumping system fails

In the event of a water supply problem please contact the managing agent. Please ensure that all taps are in the closed position avoiding water damage when the supply resumes.

The water meter and isolation valve are located in the ceiling void directly outside your apartment entrance.

Individual appliances are fitted with isolators, see picture 13. These fittings enable routine maintenance or changes to be made without disconnecting the water supply totally. The supply is turned off by turning the valve 90°.

The mains cold water supply is not softened, but if you are considering installing a system to soften your water supply then we recommend that you contact the managing agent prior to undertaking the work.

IMPORTANT: To avoid blockages within the drainage system it is essential that inappropriate materials are not disposed of via the waste system. Particular care must be taken when employing contractors during refurbishment or improvement works.

In the event of waste blockages or water leaks from another apartment call the emergency contact number. They will advise on what action to take and send a contractor to minimise the damage.

These services are provided by Thames Water.

Thames Water
Tel 0845 9200 888
www.thames-water.co.uk

A communal heating system with gas fired condensing boilers is located in the basement of the building. This system provides medium temperature water to all apartments, which is then used for heating and general use. Your home has individual heat metering, which monitors this water and the amount used. This will form the basis of a quarterly invoice which will be issued by the managing agent. For further details relating to the invoicing process, please contact the managing agent.

Room heating (timing control)

The programmable timer (Danfoss FP975) is located in the hallway cupboard, see picture 14. You can programme times for both weekdays and weekends (5/2 day) or for everyday (7 days).

To start hold down the PROG button. ST CH ON TIME appears at the top of the display and MOTUWETHFR appears at the bottom. Use the + and - buttons to set the time you would like the heating to first come on. Then press NEXT ON/OFF once only. By using the + and - buttons you can then set the time at which the heating stops. To run the programme, press the PROG button once.

Further programming guidance can be found in the manufacturer's user instructions in your handover box, on the USB stick or at www.danfoss-randall.co.uk

Water heating

Your hot water is generated by the communal heating system described above, which is in turn fed into a plate heat exchange, which warms the water. The hot water is then stored in the cylinder, see picture 15, located within the airing cupboard.

14



15



16





17

Room heating (zone controls)

Each room operates as an autonomous heating zone, with the flow of hot water controlled by a series of manifolds which have been set up appropriately and should not be touched, see picture 16.



18

With the exception of the bathrooms, all rooms are fitted with a wall mounted thermostatic control, see picture 17. These can be used to control the under floor heating to obtain the desired temperature.



19

Your bathroom is monitored by sensors at floor level. For safety reasons the controls are located within the hallway cupboard, see picture 18.



20

Comfort cooling

Cooling is provided from the communal chilled water system, which is directed to your apartment. Cool air is delivered to your living room and master bedroom through ceiling mounted fan coil units, see picture 19. The temperature and output of the fan cooling units can be adjusted using the wall mounted dials, see picture 20.

Please note that the cooling system is independent from the under floor heating. As such it is possible for one to negate the affect of the other if the controls are not set correctly.

Your home has been fitted with a ventilation system that will remove stale and moisture-laden air through a series of ventilator grilles in the ceiling, see picture 21. The air is ducted outside the apartment whilst fresh air is brought into the apartment through air intake vents.



21

The Xpelair model Xcell 150 and 200 fan units are quiet and economical to run and are located in ceiling voids accessed via a hatch in the hallway, see picture 22. For maximum efficiency and adequate air flow through the apartment it is essential that air intake vents should remain open.



22

Care and maintenance

Please note that it may take several minutes for the room to clear from excessive steam or condensation. In the event that it does not the system may be defective and require maintenance. The manufacturer recommends that the filters are inspected every six months and replaced if necessary. For further guidance please refer to the manufacturer's instructions in the handover box or USB stick.

Before performing any maintenance work on the fan unit make sure that the power supply is switched off at the isolator on the consumer unit. We would recommend that you employ a professional engineer for all servicing and maintenance work.

Manufacturer

Xpelair Ltd
Tel 0844 372 7761
www.xpelair.co.uk



Your home has an independent fire detection system, which employs a mains powered smoke detector located in the hallway ceiling, see picture 23. The system is backed up by an internal dry cell battery, which it uses in case fire breaks the electrical supply to the building.

In the event that a potential fire risk occurs, the units alarm will sound and a light will flash. If you feel that there is no emergency you can silence the alarm by pushing the ‘Test/Hush’ button for a few seconds. After ten minutes the unit will automatically re-set unless there is more smoke present.

We recommend that you refer to the manufacturer’s operating instructions for further details and guidance, especially how to check that the detectors are receiving AC mains power and the batteries are charged. The detector unit will beep every 60 seconds if the battery needs to be replaced.

Manufacturer

Aico Ltd
Tel 0870 758 4000
www.aico.co.uk

IMPORTANT: If you discover a fire in your apartment

Call the emergency services by dialling 999

1. Leave your apartment quickly and DO NOT stop for any belongings
2. Follow the signs and exit the building via the fire escape stairwell closing doors behind you
3. DO NOT use the lifts
4. DO NOT re-enter the building until it is declared safe by the attending Fire Officers

For your safety, there is a master alarm system that is incorporated into the building communal areas, which will sound if there is an emergency. The reception area and floor lobbies have been specifically designed to minimise fire risk and afford safe access to stairways and exits. Regular testing of the system will be arranged by the managing agent.

24



IMPORTANT: If you discover a fire in the building

Call the emergency services by dialling 999

1. Break the glass on any of the red 'fire alarm' boxes, see picture 30
2. Follow the signs and exit the building via the fire escape stairwell closing doors behind you
3. DO NOT use the lifts
4. DO NOT re-enter the building until it is declared safe by the attending Fire Officers

Smoking

Smoking in enclosed communal areas is strictly prohibited in order to avoid the risk of activating the fire alarm system and to conform to government regulations.

Your home has been installed with a highly adaptable home entertainment framework capable of delivering television, audio, telephone, and internet/data services. It can also be utilised as a control for automated window dressings.

Services can be tailored to suit your own personal requirements through the home entertainment hub, which is generally located within the wardrobe of the master bedroom, see picture 25. If you have any specific or advanced requirements please contact the framework provider.



25

Digital plumbers

Tel 0870 850 1337
www.digitalplumbers.com

Access to service cupboard

Engineers may require access to a locked communications cupboard on the ground floor this can be arranged by prior appointment with the concierge.

3.2 Telephone

Your home is cabled to receive analogue telephone services but firstly you will have to activate your account via BT. You will have a single line (i.e. one telephone number) connected to your apartment's home entertainment hub.

If you require additional lines the system has the capacity to cater for this. Should you wish to take advantage of this service you will need to contact the provider.

British Telecom (BT)
Tel 0800 800 150
www.bt.com

3.3 Internet



26

Access to the internet will require you to subscribe to an internet service provider, or if you have an existing account, transferring to your address. Once you have made these arrangements you will be able to connect a wireless router or cable to any of the telephone outlets within your home, see picture 26.

The following services are available in your new home from the communal dish installed at One Osnaburgh Street:

- Analogue television i.e. BBC1, BBC2, ITV1, CH4, Ch5
- Freeview digital television e.g. BBC News 24, ITV2 and DAB
- Sky Plus HD digital satellite television, radio and interactive services
- Hotbird satellite television including 6, 7A, 8 and 9 facilities

Connecting your TV

You can take advantage of these services depending on signal availability, receiving equipment and your level of subscription.

The sockets in your living room and bedroom, see picture 27 and 28, will allow connections to terrestrial TV and FM/DAB radio services, along with satellite and freesat services by connecting an appropriate decoder box.

If you connect your decoder box in the living room, services can also be received in a bedroom by using a splitter connector, see picture 29.

Insert one end of the cable into the 'TV' socket, picture 27, and the other into the 'Return' socket, see picture 28. Then insert your normal antenna cable from your TV into the metal connector on the splitter. This will then allow the same channel to be viewed in any bedroom.

Connecting to Sky and Hotbird

If you have an existing Sky subscription.

Plug in your existing decoder box into the living room or bedroom socket, in accordance with the Sky system instructions. Remember to contact Sky and notify them of your change of address.

Tel 08442 41 06 239
www.sky.com



27



28



29

If you do not have an existing Sky subscription

Sky does not deal directly with residents in buildings where a communal distribution system is already provided. However when you contact Sky they will redirect you to a local authorised installer who will make the necessary arrangements. Sky will invoice you directly but the independent installer will be responsible for any technical problems.

Tel 0844 2410 6239
www.sky.com

For Hotbird satellite services

You are advised to contact Eutelsat to discuss your subscription arrangements.

Hotbird
Tel +33 1 53 98 39 55
www.eutelsat.com

Television receiving licenses

Although you are connected to a communal system, please note that you are responsible for paying for your own Television Licence.

Withdrawal of terrestrial analogue services

Between October 2007 and 2012 analogue TV transmissions will progressively be switched off across the country and be replaced by a combination of freeview and subscription digital services. For further details please contact:

Digital UK
Tel 0845 650 5050
www.digitaluk.co.uk

A series of cables have been installed within the ceiling voids of each property allowing you the opportunity to install audio speakers. The cables terminate in wall mounted connection plates, see picture 30. To take advantage of this feature contact Digital Plumbers on 0870 8501337 who will be able to assist.

30



‘Running-in’ your new home

The need for ventilation and temperature control

Natural materials have been used in the construction of your new home, which will expand and contract due to changes in temperature and the moisture content of the air. The presence of water within the materials used to construct the building means that it is essential to allow your property to dry out as naturally as possible.

We would recommend that all rooms, even if unused, are kept at a temperature of between 19°C - 21°C (66°F - 70°F) for a period of 12 - 18 months. This enables the drying out process to take place at a rate which minimises excessive shrinkage or cracking within the property. After this initial period we would still recommend keeping an ambient temperature in the future.

It is also beneficial for there to be adequate ventilation to assist the drying process. Although a mechanical system is in place we would recommend opening windows periodically to enhance air flow through the rooms.

If unheated and unventilated for long periods, condensation and mould is likely to occur resulting in damage to the decoration of your home.

As your home is lived in and heated, materials will contract causing small cracks in wall and ceiling finishes. These cracks are not structurally significant and can be put right in the normal process of redecoration. Because such minor cracks are inevitable, the builder is not required to rectify them.

4.2 Maintenance checklist

The list below suggests items that should be considered for regular maintenance or testing in accordance with the manufacturers' or installers' recommendations.

Maintenance and testing frequency

You should refer to the manufacturer's literature where available, for specific guidance on the frequency of cleaning, maintenance and testing. We also advise that any servicing records and receipts are retained for future reference.

Item frequency	Suggested action	Suggested
Apartment doors	Lubricate hinges and service the door closer	Every six months
Floor	Clean all surfaces within the manufacturer's guidelines	Weekly
Windows	Clean frames/glazing and lubricate hinges	Quarterly
Shower tray/trap	Lift and clean	Monthly
Smoke detectors	Clean and test units including batteries	Every six months
Cooker hood	Clean filters	Quarterly
Ventilation fan	Clean grilles and fan blade	Every six months
Kitchen appliances	Clean and maintain	Monthly

4.3 Refuse disposal arrangements

Refuse and recycling should be deposited in the refuse area located on the ground floor, behind the lifts. Refuse collections will be managed by the managing agent.

Residents are requested to liaise with the concierge regarding the disposal of bulky items.

Prolonged absences

If you are considering being away from your home for more than 14 days we recommend that you inform the managing agent of the dates that you will be away and provide contact details in the event of an emergency. Specific consideration should be given to facilitating access to your property in the event of an emergency by providing key holder details. Without suitable arrangements in place, forced entry may be required to prevent potential damage to the building and/or adjacent properties. We would also suggest that you contact your insurer to clarify any implications that prolonged periods of absence may have on your policy.

When leaving the property for extended periods, it is recommended that the following matters should be considered:

Supply type	Leave on or off?	Why?	Location of supply
Electricity	On	To maintain: - Smoke detector units - Room heating at a minimum setting - Ventilation fan	Consumer unit in hall cupboard
Cold water	Off	Minimise damage from undetected leaks	The isolator valve is located in the hot water cylinder cupboard

When returning home after a prolonged absence and your water service has been isolated, it is advisable to run all outlets for approx 5 minutes.

If you are considering making structural changes to your apartment the work should only take place after consulting the managing agent, who has access to technical/structural drawings of the building. Approval for alterations must be sought to avoid compromising the fire integrity, sound insulation properties or communal systems of the building.

Restrictions within the lease

You should always ensure that any proposed alterations to your home conform to the terms of your lease. For example a licence may be required before any alterations may be undertaken. Because of this the managing agent should be consulted before any work is undertaken.

Electrical changes to your home

Prior to undertaking any changes to the electrical installations within your home, you need to be aware that there are restrictions as to what you may do, as prescribed by:

- Covenants contained in the lease
- Government legislation

It is recommended that you consult the managing agent for further guidance prior to undertaking any changes or alterations to the apartment electrical installation.

Your warranty

Your new home has been built to conform to the Building Regulations in place at the time the development commenced. As a result you will benefit from prescribed construction standards, which include essential health and safety features, the latest environmental features and best practices.

Your home is covered by a 10 year National House-Building Council (NHBC) Buildmark Warranty and insurance policy, which is designed to protect owners of newly-built properties if a problem occurs.

The first two years of the policy (from the date of legal completion) covers items which are deemed to be defective under the terms of the policy. These items will be covered by BL Osnaburgh Street Residential Limited via the original building contractors. For further guidance, please refer to the NHBC policy documents and literature which, is issued to you via your solicitor during the legal completion process.

During the first two years

Concerns regarding your property should be reported to the Customer Service Manager who can assess the problem and, where necessary, make arrangements for the issue to be resolved.

Please note that your warranty does not include wear and tear, deterioration caused by neglect or failure to carry out maintenance, dampness, condensation or general shrinkage caused by normal drying out of the property.

IMPORTANT: It is essential you register your kitchen appliances installed in your home directly with the manufacturer or supplier, as the developer is not entitled to cover these.

Reporting a problem

Should any problems arise with the construction of your home during the first two years of occupation (for the original purchaser) you are asked to report them to the Customer Service Manager who is on site at Regent's Place between 9:00am and 5:00pm Monday to Friday. Issues can be reported in writing, by telephone or email using the contact details noted on page 57.

Customer Service Manager – One Osnaburgh Street

Regent's Place Management
Triton Square Mall
Regent's Place
London NW1 3HF

Direct tel 020 7380 6054
Direct facsimile 020 7380 6074
www.oneosnaburghstreet.com
E-mail customerservice@oneosnaburghstreet.com
E-mail² aslatter@regentsplace.com

Before arranging contractors to undertake remedial work the Customer Service Manager may need to visit your home to inspect the issues being reported. This visit is important as it enables the Customer Service Manager to determine the extent of the issues being reported and, where deemed necessary, determine what remedial work is required.

Please note that assistance can only be given you if access to your property is made available during normal working hours:

Monday to Friday 9:00am – 5:00pm

Further to the initial visit by the Customer Service Manager you may prefer to leave keys with the concierge to allow access to your home when contractors arrive to undertake any necessary remedial work.

Years three to ten

Between years three and ten the One Osnaburgh Street development, including your property, is covered for structural defects only. Any structural defects are highly unlikely but should be reported immediately to the managing agent.

NHBC policy number

Your NHBC Buildmark Policy number can be obtained from your NHBC Buildmark policy document, which will be issued to you via your solicitor within 14 days of legal completion. If you do not receive the document within these timescales please contact your solicitor in the first instance, or alternatively NHBC.

Emergency maintenance cover

We sincerely hope that you do not require this service but we have put in place a comprehensive system of emergency support if it is required. Please note that an emergency is defined below. If the issue is later deemed not to be an emergency then a call out charge may apply:

- A complete failure of either your central heating or hot water system
- Water leaks – if the leak cannot be contained, if the leak is causing damage, or if the leak is penetrating an electrical fitting
- Loss of water supply (check that the service to the building has not been interrupted)
- Loss of electricity to power sockets. If the loss is partial it will only be considered an emergency where there is a potential hazard
- Blocked foul water drains causing flooding or overflowing internally or externally
- WC not flushing or blocked where there is not another functioning WC in the property
- Faulty lock to a window or door causing a loss of security

If any of the above situations occur please call:

0845 155 2354

You will be asked to describe the problem to the operator who will take the necessary action to deploy the appropriate contractor immediately.

5.3 Advice on letting or selling your home

Useful tips on you being a landlord:

- 1 Check with your lender to ensure that you are not in breach of your mortgage agreement
- 2 As a leaseholder you are still responsible for enforcing any conditions within the lease to your tenants
- 3 Ensure that all appliances and utility systems have been professionally tested and certified
- 4 Set up a tenancy deposit scheme to protect you and your tenants rights, as required by law
- 5 All properties being let now require an Environmental Performance Certificate (EPC)

Useful tips on selling

- 1 At present by law you will need to prepare a home information pack (HIP) before marketing your property
- 2 Instruct your solicitor to order management information before agreeing a sale

Further information

For further information about HIPs and EPCs refer to the government website www.direct.gov.uk and go to the buying and selling your home section.









Disclaimer

The developer has provided the information in this manual to assist the owners at One Osnaburgh Street, but the developer reserves the right to make alterations or amendments to the information contained herein at any time.

Nothing contained in this manual implies a contract or invitation by the developer and the information is given without the responsibility of the developer, its directors or employees. The information is believed to be accurate, but neither the content nor its accuracy is warranted by the developer.

Where it states that the managing agent is arranging or providing services or carrying out duties, these are being undertaken as agent for the landlord and the costs incurred will be recovered from leaseholders as per the terms of their lease.